care inspectorate

Care Services (Perth) Limited
Housing Support Service

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Telephone: 01738 629612

Type of inspection: Unannounced
Inspection completed on: 10 August 2017

Service provided by:
Care Services (Perth) Limited

Service provider number:
SP2005007955

Care service number:
CS2005113289

HAPPY TO TRANSLATE

About the service

Care Services (Perth) Limited is registered to provide both a care at home and housing support service and is provided to people in their own homes in the Perth and Kinross area. The office is based in Perth city centre. The support provided ranges from domestic help and tenancy support to assistance with personal care. The support ranges from one hour a week to 24-hour cover.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

Prior to our inspection, we sent 20 questionnaires to service users and three of these were returned to us. We also spoke to three relatives and 10 service users by telephone to ascertain their views. Overall we heard people were happy with their care and described the staff as very helpful, respectful and caring. People knew who to contact should they wish to discuss any concerns. Some service users told us that sometimes they did not know who would be providing their care when their usual carer was ill or on holidays, and others stated they would like to be notified if carers were running late as in some instances, this caused uncertainty and anxiety.

Further reference is made to this later in this report.

Self assessment

We no longer request self-assessments from services. Instead, we look at the overall action and development plan for the service. Further reference is made to this later in this report.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at a sample of care plans for people that demonstrated good overall information gathering regarding the support people needed. This included information from social work, family members and visits that were made to the service user prior to the service starting. Support provided took into account not only the assessed needs of the individual, but what was important to people in terms of retaining a degree of independence. The service had a thorough and clear medication policy in place as well as various risks assessments for the environment, moving and handling and mobility as we would expect.

The service evidenced policies relating to complaints and accidents and incidents. There were very low numbers of accidents recorded and we were satisfied any follow up action was dealt with appropriately. This demonstrated a high level of safety and security for people receiving support.

Service users we spoke with spoke highly of the carers and the care they received. They also told us the care provided met their needs and the daily communication book was completed by carers which was useful for relatives to refer to if needed. One relative advised this was very helpful as they could see what meal provision had been provided. People overall felt they could contact the office at any time if there was any queries, or if additional support had to be arranged for example. The common response from most people we spoke to was "absolutely no complaints."

We spoke with staff that were newly recruited as well as long term staff. We heard that they were satisfied with the level of training they were offered, as well as opportunities to develop their role. An example of this was the role of senior carer that was currently being developed so that additional support was provided to all staff outwith the management team. This ensured that staff would have a continuous point of contact should they need this.

Training records indicated a high level of attendance at a variety of essential training and that dementia training was also incorporated into the training plan. Practical sessions were offered for training such as moving and handling and medication with new staff being offered a through induction during their first three days. We also heard that new staff had a mentor or more experienced staff to accompany them during care provision for as long as they felt this was required. This demonstrated that the service very much developed and supported their staff at an individual pace.

We saw evidence of rigorous checks that had been made to meet legal and regulatory requirements for new staff. This process ensured that service users were cared for by competent and qualified staff.

What the service could do better

We noted from the sample of care plans we looked at that most of them did not have up to date reviews in place. This also impacted on the updating of associated risk assessments for people. The management team are aware that this work has fallen behind and advised us that all outstanding reviews for service users will be completed by the end of November 2017.

As previously highlighted, the majority of people were very positive about the care they received. However, some people were anxious when they received rotas for their care that stated "unallocated" and that they were not always provided with information as to who would be providing support in the absence of their usual carer. Some service users also indicated they would like to be advised if carers were running late as this also caused a level of anxiety for some people. We discussed this with the manager who will try to rectify these issues.

We did not see a great deal of evidence with regarding to the gathering of service users or staff views on the service performance, or how any suggestions or improvements could be taken forward. We discussed this with the service that along with regular reviews, other methods of feedback should be obtained, such as short surveys or telephone calls. This should then inform a development and action plan for the service overall, alongside the results of their quality assurance outcomes. The manager has agreed to take this forward and this will be followed up at future inspections.

In discussion with the manager and staff, although there was an "open door policy" regarding opportunities to raise any practice issues, not all staff felt this was the most effective communication method. We spoke with a number of staff who indicated to us that a staff meeting would be beneficial to discuss practice or other identified issues. As supervision was offered twice a year, we discussed with the manager that protected time should be given to the staff so they are able to have a platform for discussion. The manager was in agreement

with this and will look at how this can be taken forward. We also highlighted that current supervision sessions offered to staff were relatively brief and guidance has been provided in this area.

We have made a requirement and recommendation below in accordance with our findings.

Requirements

Number of requirements: 1

1. All care plans should be reviewed at least once in every six month period, or when there is a significant change in a persons health, welfare or safety needs. This should include where appropriate, input from other professionals and relatives who should be invited to participate.

This is in accordance with Scottish Statutory Instruments 2011/210 (5) Personal plans.

Timescale: To be in place no later than 30 November 2017

Recommendations

Number of recommendations: 1

1. The service should obtain regular feedback from service users, welfare representatives and staff regarding the satisfaction of service provision and taking forward suggestions and improvements as part of an overall action plan together with the quality assurance outcomes of the service.

This is to meet National Care Standard Care at Home - Management and Staffing

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
28 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
30 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
8 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
9 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
27 Sep 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
7 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good 4 - Good
24 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
2 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good

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